

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
JANUARY 19, 2016

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:07 PM. The following Committee

Members answered to roll call:

Present

Absent

MO – vacant

D1 – vacant

D2 – vacant

D3 – Everardo Sanchez

P

D4 – vacant

D5 – Aziz Afravi

P

D6 – Oscar Lozoya

P

D7 – Noemi Rojas

A

D8 – Leah M. Wood

P

ALT – Rebecca Hernandez

P

ALT – Mark C. Steele

P

ALT – vacant

Jay Banasiak mentioned that Chair and Vice-Chair spots were open and requested nominations for a Chair Pro Tem. Leah Wood was nominated and she accepted. Jay Banasiak motioned for approval. Eddie Sanchez so moved. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.

2. **Public comment.** John Eger commented about existing vacancies and agenda item number five.
3. **Approval of minutes of last meeting.** Chair Pro Tem motioned for approval of the minutes for meeting on December 15, 2015. Eddie Sanchez so moved. Seconded by Mark Steele. All in favor; none opposed; motion passes unanimously.
4. **Discussion and action on CAC Election of Officer for calendar year 2016.** Update on existing vacancies was provided. Mentioned that Karen LeMaster and David Abernathy recently resigned, both for own personal reasons. Jay Banasiak asked for nominations. Leah Wood was nominated for Chair and she accepted. Oscar Lozoya motioned to approve. Seconded by Mark Steele. All in favor; none opposed; motion passes unanimously. Noemi Rojas was nominated for Vice-Chair. Leah Wood motioned to approve. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously. (*Noemi Rojas later accepted Vice-Chair position by telephone.*)
5. **Discussion and action to appoint Don Pearson as an Alternate member.** Chair mentioned that Mr. Pearson expressed a desire to continue serving on the committee but hadn't received a response from anyone from City Hall and that he was willing to serve in capacity of Alternate member in the meantime. Chair motioned to approve appointment of Don Pearson as Alternate member. Seconded by Mark Steele. All in favor; none opposed; motion passes unanimously.
6. **Discussion and action on the CAC biennial report to MTDB.** Jay Banasiak provided a draft presentation of the 2013 report to Mass Transit Board. Explained that elected Spokesperson would be able to edit with current data and statistics. Recommendations received from the committee for concentration items: LIFT was very improved since MV came on board; future training on active shooter training and open carry laws for all drivers; implementation of Smart Cards for LIFT passenger fares; improved complaint resolution for LIFT passengers since PAC was created;

hiring high-quality and bilingual customer service reps and dispatchers; add component for hearing impaired population to future Sensitivity Training curriculum for all drivers; add RTS, Mesa Brio and Northgate TOD to goals; reiterate existing vacancies for Mass Transit Board to fill; and lastly, add fare structure, fare evasion, and discounted fares, as focus items for Sun Metro. No action taken.

7. **Discussion and update on Veterans Fare Program.** Raul Escobedo mentioned that the Veterans Affairs Advisory Committee (VAAC) met on January 13 and they determined that extended services and discounted fares was better than free fares. Explained that VAAC will make recommendations to City Council in near future, and ultimately, it's up to City Council to determine how Sun Metro will move forward. Mentioned that additional information will be provided at future CAC meetings as the process unfolds. No action taken.
8. **Discussion and update on how Westside routes are being affected by new construction projects in the surrounding area.** Jay Banasiak mentioned that street closures and construction sites are affecting traffic all over town. Mentioned that Routes mostly affected include 14, 15, and Mesa Brio. Explained that I-10 Circulator will start feeding Brio in April. Mentioned that Sun Metro is adding additional park and ride sites to ease bottleneck traffic. No action taken.
9. **Discussion and update on monthly Paratransit Advisory Committee [PAC] meeting.** Julio Perez mentioned that there was no December PAC meeting due to lack of quorum during the holiday season when folks are taking vacation to be with their families. No action taken.
10. **Monthly Report on LIFT Services.** Alexander Arrieta provided monthly statistics report. Mentioned that ridership continues to increase, largely due to MV's focus on on-time performance. Explained drivers are MV's biggest ambassadors and data is evidence of improvements in all categories. Mentioned that MV purchased tablets for conducting live customer surveys; passengers complete survey while actually riding the LIFT; engages and promotes positive passenger experience; survey has proven successful in gathering true and accurate information. Explained that survey is also available online at "myLIFTsurvey.com" for others, if they would also like to rate their trip. No action taken.
11. **Director's Report**
 - A. **Monthly Customer Service Report for Fixed Route.** George Myers provided monthly statistics report. Mentioned that while ridership remains the same, the number of calls/complaints has gone down; pretty uneventful previous month. No action taken.
 - B. **Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided monthly revenue statistics. Mentioned that ridership is still down and that this is consistent with rest of the country. Mentioned that on-time performance is good, buses are clean, and decreasing number of collisions is still main focus. Mentioned kick-off of Sun Metro Safety Campaign 1.3; commences on Monday, Feb. 8th and continues through August 31st. Explained that City Council has approved monetary incentive for all drivers. No action taken.
12. **Mandatory Ethics Training for Board and Committee Members.** CAC members Rebecca Hernandez and Aziz Afravi completed the Ethics training requirement mandated by the City. The training was conducted by Rosa Prieto, HR Analyst and Maria Aceves, Sun Metro Admin. The training concluded at 4:15pm. No action taken.
13. **Opportunity for committee members to request a staff report on items of interest over which the Board has authority. Discussion of items announced at this meeting will take place during the next regularly scheduled meeting.** The Committee requested that the following items be added to the next meeting's agenda:
 - A. Separate LIFT report on most recent service improvements
 - B. Update on installation of signage (real time app) for all bus stops

Chair asked for motion to adjourn the meeting at 3:23pm. Eddie Sanchez so moved. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ Jay Barasiak

Department Head/Board Secretary